

From: George Morino/=TMS/Toyota.

Sent: 10/26/2007 9:46 AM.

To: [-] john_lang@toyota.com.

Cc: [-] .

Bcc: [-] .

Subject: Fw: Campaign No. 7519J2.

Hi John:

When you have a minute can you give me a call? Before I send a further response to Nomura-san, I want to discuss this with you.

Thanks!

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-3392
Fax 310-468-3399

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----- Forwarded by George Morino/TMS/Toyota on 10/26/2007 09:45 AM -----

Chikako Nomura/KAISA/TMC0@TMC0

10/26/2007 12:47 AM

To George Morino/TMS/Toyota@TOYOTA@TMCE

cc John_Lang@toyota.com, Mark Kubota/TMS/Toyota@toyota, Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0

Subject Re: Campaign No. 7519J2

Dear Mr. Morino,

I do not understand you e-mail,
TMS did not paid to the claims which we received?
If yes, can we return all claims without parts No. nor sublet??

Pls confirm

Best regards,

Chikako Nomura
Warranty Group
Area Management & Support Dept.
Overseas Service Field Operations Div.
TEL: +81-(0)52-552-8172
FAX: +81-(0)52-552-3950

E-mail:chikako_nomura@notes.bm.toyota.co.jp

George Morino@TOYOTA

2007/10/22 21:54

宛先: Chikako Nomura/KAISA/TMC0@TMC0@TMCE

cc: John_Lang@toyota.com, Mark Kubota/TMS/Toyota@toyota, Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0

件名: Re: Campaign No. 7519J2

Hi Nomura-san:

We currently have the All Weather Floor Mats associated with this operation code on Parts Return. If the dealer doesn't return the mats, they're automatically debited. The dealer has 15 days after the claim Paid Date to get the mats to us. If they don't get here, the entire amount of the claim is debited.

We hope this will satisfy TMC's requirements.

George Morino
National Manager
Quality Compliance Department
Product Quality and Service Support
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Chikako Nomura/KAISA/TMC0@TMC0

10/18/2007 12:29 AM

To John_Lang@toyota.com

cc Noboru Matsunaga/E/TMC0@TMC0, Yoshiyasu Mori/E/TMC0@TMC0, Mark Kubota/TMS/Toyota@TOYOTA@TMCE, George Morino/TMS/Toyota@Toyota

Subject Campaign No. 7519J2

Dear Mr.Lang,

We would like ask you some investigation for the claims 7519J2,

Campaign No. 7519J, is for replacing floor mat.

7519J1 is replaced floor mat with new one.

7519J2 is collect the floor mat and reimburse it.

However in the CCR of 7519J2, we find some comment, like "Inspection only", "No floor mat", or "install carpet clip"

The campaign will be done after customers, who have the affected floor mat, comes to dealer with letter.

Thus, claims like "Inspection Only", should not exist. Also, this campaign require to replace floor mat, not to reinstall carpet.

So basically, we think, campaign No. 7519J2 with no sublet cost do not exist, but, actually, all of campaign No. 7519J2 comes without sublet.

Would you pls inspect attached TWCs and let us know your findings.

Best regards

Chikako Nomura
Warranty Group
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Overseas Service Field Operations Div.
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